

**City and County of Honolulu
Department of Transportation Services
Public Transit Division
Title VI Program Report**



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June, 2015

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650 South King Street
Honolulu, HI 96813

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EXECUTIVE SUMMARY

The City and County of Honolulu, Department of Transportation Services (DTS), Public Transit Division (PTD) receives Federal funds from the Federal Transit Administration (FTA) to operate Honolulu's public transit services, TheBus and TheHandi-Van. As one of the conditions for accepting these funds, DTS-PTD is required to comply with FTA's Title VI requirements that prohibit discrimination on the basis of race, color, national origin, gender, or disability.

This Title VI Program report summarizes DTS-PTD's ongoing effort to comply with the FTA's Title VI requirements in its transit programs, activities, and services. In addition to the efforts DTS-PTD has taken to address and prevent discrimination, DTS-PTD also monitors transit service through system-wide service standards and policies and data collection methods. These include vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignments.

This report is divided into three parts:

- Part I contains general requirements and guidelines.
- Part II contains guidelines for fixed route transit providers.
- Part III is an appendix of applicable federal laws, and DTS-PTD policies, plans, forms, and annual compliance evaluations that support DTS-PTD's Title VI compliance.

The analysis undertaken for this report indicates that all DTS-PTD transit services, programs, and activities are made equally available to the public, regardless of race, color, national origin, gender, or disability.

Questions and/or comments regarding this report may be referred to: thebusstop@honolulu.gov or (808) 768-8374. All public input regarding this Title VI Program report will be included in the final version to be submitted to the Transportation Commission and City Council for approval. Upon approval, the report will be submitted to FTA in December 2015.

INTRODUCTION AND BACKGROUND

The City and County of Honolulu (City) Department of Transportation Services (DTS) Public Transit Division (PTD) receives financial assistance from the federal government through the U.S. Department of Transportation (DOT), Federal Transit Administration (FTA) to improve, maintain, and operate its public transit system, TheBus and TheHandi-Van. TheBus provides fixed route service and TheHandi-Van provides demand-response paratransit service. Therefore, as a recipient/grantee of FTA funding, DTS-PTD is required to comply with the DOT Title VI regulations in 49 Code of Federal Regulations Part 21 (Appendix A) that addresses discrimination and incorporates Environmental Justice (EJ) principles that address income level for programs and projects.

To comply with Title VI/EJ, DTS-PTD shall not discriminate based on race, color, national origin, gender, or disability and ensures transportation equity for all communities regardless of income level and social standing.

To assist recipients/grantees with Title VI/EJ compliance, the FTA provides guidance and instruction documents titled “Circular FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients” (Circular) dated October 1, 2012 (Appendix B) and “Circular FTA C 4703.1 Environmental Justice Policy Guidance for Federal Transit Administration Recipients” (Appendix C) dated August 15, 2012. DTS-PTD’s Title VI Program report follows the Circular’s Chapter III General Requirements and Guidelines and Chapter IV Requirements and Guidelines for Fixed Route Transit Providers. The Circular incorporates principles and policies from EJ Circular 4703.1.

DTS-PTD OVERVIEW

The DTS-PTD plans, manages, and maintains the City’s public transit system, TheBus and TheHandi-Van. TheBus and TheHandi-Van are operated under a management contract with Oahu Transit Services, Inc. (OTS), a private, not-for-profit management firm. DTS-PTD administers the contract and is responsible for oversight of OTS. All facilities, equipment, and rolling stock are owned by DTS-PTD.

Three branches comprise DTS-PTD:

Fixed Route Operations Branch monitors performance and provides policy guidance and direction for TheBus. This branch oversees activities that promote transit ridership, compliance with civil rights requirements, and coordination for transit safety and security programs.

Paratransit Operations Branch monitors performance and provides policy guidance and direction for TheHandi-Van and the Americans with Disabilities Act (ADA) complementary paratransit service for persons with disabilities who are functionally unable to independently use TheBus. This branch also oversees the city’s Human Services Transportation Coordination Program, which supports transit-related activities

addressing the needs of senior citizens, low-income households, and persons with disabilities.

Facilities and Equipment Branch procures all vehicles and equipment used to operate and support TheBus and TheHandi-Van services. This branch also oversees the construction of new bus facilities, and the maintenance and improvement of existing facilities.

PUBLIC TRANSIT SYSTEM DESCRIPTION

TheBus Fixed Route Service

Currently, TheBus has 101 routes serving most major regions on the island of Oahu: Windward (Kahuku to Makapuu), Leeward (Makaha to Waipahu), Central Oahu (North Shore to Mililani), and the Primary Urban Corridor (Pearl City to East Honolulu).

Service Characteristics (FY 2013 – 2014)

Service Type	No. Bus Routes	Weekday Riders	Daily Bus Trips	Total Miles
Express	34	32,500	235	10,537
Rapid	3	26,000	276	7,786
Urban Trunk	12	84,000	1,202	14,489
Urban Feeder	12	14,000	609	3,345
Suburban Trunk	16	60,000	946	25,0006
Suburban Feeder	7	2,750	185	1,319
Community Circulator	13	9,500	569	2,994
Community Access	4	650	141	705
Subtotal Fixed-Route	101	229,400	4,163	66,180
The Handi-Van	NA	3,600	NA	23,000
Total	NA	233,000	NA	89,180

Ridership (FY 2013 – 2014)

Passenger Trips	TheBus	TheHandi-Van	Total
Weekday Ridership	229,400	3,600	233,000
Saturday Ridership	160,000	1,850	161,850
Sunday Ridership	120,000	1,500	121,500
Annual Ridership	73,800,000	1,050,000	74,850,000
Avg. Psgr. Trip Length	5.2 mi	12.0 mi.	
Weekday Vehicle Miles	66,180	23,000	89,180

TheHandi-Van Paratransit Service

TheHandi-Van is a demand-response operation servicing the entire island of Oahu for those riders meeting eligibility requirements.

TheHandi-Van Fleet:
Regular Vans: 143
Mini Vans: 19
162 Vans

FTA AND TITLE VI/EJ

The FTA Office of Civil Rights (OCR) is the oversight agency that ensures Title VI/EJ compliance for the public transit system sector and that Civil Rights protections afforded by law and regulation are enforced for all FTA programs and recipients.

The specific laws and regulations pertaining to Title VI/EJ compliance for DTS-PTD are cited in the Circular.

The objectives of the FTA Title VI Program include:

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, national origin, gender, disability, income level, and social standing;
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.
- d. Identify and address disproportionately high and adverse human health and environmental effects of public transportation on minority populations and low-income populations
- e. Prevent the denial, reduction or delay in benefits related to public transportation programs and activities that benefit minority populations or low-income populations

For clarification purposes, the DOT and the Department of Justice (Appendix D) have Title VI regulations that differ. As a transit agency, DTS-PTD follows DOT's Title VI requirements as specified in the Circular.

FTA Title VI compliance reports are due to FTA every 3 years with data updates following release of U.S. Census data and/or major changes in service. To fulfill the

reporting requirements, DTS-PTD obtains information on system-wide service standards and policies; data collection and reporting; and evaluation and review of major service changes to include route modifications, fare adjustments and monitoring of general transit service. The next Triennial Program update is due in 2018.

PUBLIC TRANSPORTATION ACCOMMODATION

DTS-PTD TheBus and TheHandi-Van service complies with the following rules and guidelines set forth by the Americans with Disabilities Act (ADA), State of Hawaii Department of Transportation, and the Disability Communication and Access Board:

- No entity shall discriminate against an individual with a disability in connection with the provision of transportation service.
- No entity shall, on the basis of disability, deny to any individual with a disability the opportunity to use the entity's transportation service for the general public, if the individual is capable of using that service.
- An entity shall not require an individual with a disability to use a designated priority seat, if the individual does not choose to use those seats.
- An entity shall not impose special charges on individuals with disabilities, including individuals who use wheelchairs, for providing services required under the ADA or otherwise necessary to accommodate them.
- An entity shall not require an individual with a disability to be accompanied by an attendant.
- An entity shall not refuse to serve an individual with a disability because its insurance company conditions coverage or rates on the absence of individuals with disabilities.
- An entity may refuse to provide service to an individual with a disability because that individual engages in violent, seriously disruptive or illegal conduct. However, an entity shall not refuse to provide services to an individual with a disability solely because the individual's disability results in the appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

PART I: CIRCULAR CHAPTER III

GENERAL REQUIREMENTS AND GUIDELINES

GENERAL REQUIREMENTS

1. Introduction

The following requirements are required by FTA of all recipients and subrecipients to ensure that their programs, policies, and activities comply with the DOT Title VI regulations.

2. Requirement to Provide Title VI Assurance

The Title VI Certification and Assurances are provided to the FTA via FTA's Transportation Electronic Award Management (TEAM) system annually.

3. Requirements for First Time Applicants

NA

4. Requirement to Prepare and Submit a Title VI Program

The purpose of this Title VI Program Report (June 2015) fulfills this requirement.

4.a. Contents

- 4.a.1 Title VI Notice to the Public, including a List of Locations Where Posted
DTS-PTD's official Title VI notice to the public is posted on the City and County of Honolulu's official website, <http://www.honolulu.gov/cms-dts-menu/site-dts-sitearticles/1883-thebus-non-discrimination-title-vi-policy.html>. This site includes TheBus Non-Discrimination (Title VI) Policy and directions and links to forms for filing complaints (Appendix E). Additional copies of the policy are posted to and provided in different languages on TheBus website, <http://www.thebus.org/AboutTheBus/TitleVI.asp>. The Title VI notice is also on car cards within public transit vehicles (Appendix F).

4.a.2 Title VI Complaint Procedure

DTS-PTD TheBus Non-Discrimination (Title VI) Policy details the procedure for handling all alleged transit service Title VI discrimination complaints on the basis of race, color, or national origin. A copy of the DTS Non-Discrimination and Complaint Instructions are included on the Title VI Complaint Form in Appendix H.

DTS-PTD has developed a form for the use of submitting a Title VI complaint. The complaint form also includes EJ, LEP, and low-income related discrimination complaints.

4.a.3 A List of Public Transportation Title VI Investigations, Complaints, and Lawsuits

The process and procedure for receiving and addressing complaints is given in the "TheBus Non-Discrimination Policy" (Appendix E). A log summarizing all Title VI complaints is included in the Annual DTS Title VI and Environmental Justice Compliance Report.

DTS-PTD does not have any open Title VI complaints remaining for Years 2012, 2013, and 2014. A copy of the DTS-PTD Complaint Log can be found in Appendix H.

4.a.4 Public Participation Plan

The Public Participation Plan outlines the process for communicating with and obtaining input from the public concerning agency programs, projects, planning, services, and funding. A copy of the Public Participation Plan can be found in Appendix I.

4.a.5 Language Access Plan (LAP)

The LAP is designed to ensure DTS-PTD provides meaningful access to its programs, activities, and services for Limited English Proficient (LEP) persons. The LAP addresses both federal requirements and Hawai'i's Language Access Law.

The key components of the LAP are:

- Development of a reporting system to obtain key information about the LEP customers who use DTS-PTD services;
- Compilation of comprehensive multi-lingual listing of DTS-PTD employees;
- Notification of interpretation/translation services to LEP customers;
- Providing interpretation/translation services for LEP customers;
- Designation of Language Assistance Coordinator; and, Coordination with DTS-PTD staff.

A copy of the LAP is included in Appendix J.

4.a.6 Representation on Planning or Advisory Boards

FTA recipients that have transit - related, non - elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

4.a.7 Description of How Subrecipients are Monitored

Currently, DTS-PTD has subrecipient agreements with the following agencies: Goodwill Industries of Hawaii, Inc.; Paratransit, Inc.; The Salvation Army; and Hawaii Helping the Hungry Have Hope (H-5). DTS requires its subrecipients to submit FTA Title VI program updates to the City every three years.

DTS-PTD meets with subrecipients to discuss findings and make recommendations on the subrecipients' FTA Title VI program submissions and to provide direct technical assistance on implementation.

4.a.8. Title VI Equity Analysis for the Construction of a Facility

DTS-PTD does not currently have plans to construct any transit facilities at this time. In the event DTS-PTD does conduct a transit facility, a Title VI Equity Analysis will be conducted.

4.a.9. Additional Information as specified in Chapter IV

See Part II

PART II: CIRCULAR CHAPTER IV

REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

INTRODUCTION

This chapter applies to providers of fixed route public transit service. DTS-PTD's Title VI Program includes the following requirements for transit providers that operate 50 or more vehicles in peak service, and are located in a UZA of 200,000 or more in population:

1. Set system-wide standards and policies
2. Collect and report data
3. Monitor transit service
4. Evaluate service and fares equity changes

1. SET SYSTEMWIDE SERVICE STANDARDS AND POLICIES

FTA requires that all fixed route transit providers set the following service standards and policies for each specific fixed route mode of service they provide.

Service (Operating) Standards:

- Vehicle Load
 - ratio of passengers to the total number of seats on a vehicle
- Vehicle Headway
 - amount of time between two vehicles traveling on the same direction on the same route
- On-Time Performance
 - measure of runs completed as scheduled
- Service Availability
 - general measure of the distribution of routes within the service area

Service Policies:

- Distribution of Transit Amenities
 - items of comfort, convenience, and safety (i.e. seating, shelter, signage, waste receptacles)
- Vehicle Assignment
 - process by which transit vehicles are assigned to routes

The following DTS-PTD service (operating) standards as shown in Tables 1 – 3 below were updated in the 2012 Honolulu Short Range Transit Operations Plan (SRTSOP) Final Report (Appendix K). Public outreach efforts for the SRTSOP to solicit community comments and suggestions included addressing the performance standards for TheBus and TheHandi-Van.

Table 1
Service (Operating) Standards I

	RapidBus Routes	Urban Trunk	Suburban Trunk	Urban Feeder	Circulator Routes	Peak Hour Express
Passengers per Hour	40	40	35	30	20	25 per trip
Average Peak Load Minimum Average Load Factor at peak periods	70%	70%	50%	40%	30%	60%
Maximum - Percent of trips exceeding 150% load factor	10%	10%	5%	1%	1%	5%
On Time Performance % of trips operating 0-5 minutes late	80% within 3 minutes of headway See Note	75% within 3 minutes of headway See Note	80%	70%	90%	95% leave last pickup point on time

Notes: For RapidBus and Urban Trunk routes, on-time performance is considered the number of buses operating within three minutes of the scheduled headway. For example, if the scheduled headway is ten minutes, buses should be no less than 7 nor more than 13 minutes apart to be considered on time. On-time performance is measured at the departing location and at intermediate timepoints. Headway performance is not considered at the last timepoint, which is often subject to external factors that may affect comparability.

Load Factor is the average maximum number of people on board a bus at any location throughout its route on a typical weekday, Saturday, or Sunday divided by the capacity of the bus. For example, if the seated capacity of a bus operating a route is 40 people and the most people on the bus at any single time is 30, the load factor is 75%.

Table 2
Service (Operating) Standards II

	RapidBus Routes	Urban Trunk	Suburban Trunk	Urban Feeder	Circulator Routes	Peak Hour Express
Neighborhoods Served *	Along major corridors	>20	>10	>20	<15	Outlying residential areas
<i>Dwelling Units per Acre</i>		>40	>20	>30	<25	
<i>Employees per Acre</i>						
Frequency of Service (min)					As appropriate	As appropriate
<i>Weekday Commute Periods</i>	5-15	5-30	10-20	10-20	- typically no more than every 60 min.	None
<i>Midday & Weekend Periods</i>	5-15	10-30	10-60	10-60		None
<i>Night Services</i>	30	30-60	30-60	30-60		
Stop Spacing (miles)						
<i>Urban Areas</i>	½	1/5	1/5	1/5	No service	¼
<i>Suburban Areas</i>	½ – 1	1/3	1/3	1/3	1/3	¼
<i>Rural Areas</i>	>1	-	-	-	As needed	-
Target Route Speed – Average speed that the route should achieve (mph)	>15	>10	>12	>10	>12	>20
Guideline Amenities Along Route	Shelters as needed	Shelters as needed	Shelters as needed	Shelters as needed	Shelters as needed	Shelters as needed

Note: For RapidBus and Urban Trunk routes, on-time performance is considered the number of buses operating within three minutes of the scheduled headway. For example, if the scheduled headway is ten minutes, buses should be no less than 7 nor more than 13 minutes apart to be considered on time.

*Along a corridor extending approximately ¼ mile on each side of the bus route.

Table 3
Service (Operating) Standards

Quality/Reliability Measures	Proposed Fixed Route System Service Standards	Comments
Average Weekday Boardings	227,000 for 2011 and 2012. This number should be revised at least biennially.	The current OTS standard is 235,000 daily riders including Community Access.
Boarding Passengers per Revenue Hour*	55 passengers per revenue vehicle hour.	Equivalent to system performance in 2009 (National Transit Database or NTD published number).
Passenger Miles per Revenue Hour**	290 passenger miles per revenue vehicle hour	Equivalent to system performance in 2009 (NTD published number).
Farebox Recovery***	Maximum – 33% Minimum – 27%	Established by City Council Resolution 00-29, CD1 (1/24/2001)
On Time Performance	For total services operated on RapidBus and Urban Trunk routes individual buses should not vary from their published headway by more than 3 minutes at least 80% of the time.	On frequent routes service consistency is more important to customers than on-time performance. This considers whether the spacing between trips is uniform and predictable.
	For services operated on Suburban Trunk, Urban Feeder, Community Circulators, and Express routes 80% of all revenue bus trips must depart the route start point and arrive at the route end point within five minutes of the time published in the schedule.	The system currently uses a goal of 68% on time (70% by 6/2012) With an on-time definition of 2 minutes early to five minutes late.
	No bus shall depart a formal time point before the time published in the schedule.	This is a new standard that is consistent with operating practices at other systems.
Passenger Complaints/Boardings	The number of complaints shall not exceed 0.10% of the total boardings. The benchmark is 7.5 complaints/100,000 boardings.	This is the current OTS standard.
Bus Trips Cancelled	No pullout shall be cancelled. The benchmark is zero tolerance.	The current standard is that 99.5% of pullout should be maintained. We suggest the system should strive to have no cancelled pullouts.

* Passengers per Revenue Hour - the number of passengers per hour is calculated by dividing the total number of passengers (unlinked trips) by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity and critical to the establishment of design guidelines and benchmarks for the expansion of transit service.

** Passenger Miles per Revenue Hour - passenger miles are calculated by multiplying the number of passengers (unlinked trips) by the average trip length. The Automated Passenger Counting system produces this information at a route level. It is divided by the number of revenue hours operated.

*** Farebox recovery ratio is calculated by dividing total farebox revenue by total operating and administrative costs.

Revenue Hour – The time when a vehicle is available to the general public and there is an expectation of carrying passengers.

Passenger Miles Travelled – the cumulative sum of the distances ridden by each passenger.

Unlinked Passenger Trips – The number of passengers who board public transit vehicles. Passengers are counted each time they board no matter how many vehicles they use to travel from their origin to their destination.

Another performance standard concerning on-time performance is the number of complaints received per group (System-Wide, Title VI, and Non-Title VI). The standard is “The number of complaints shall not exceed 0.10% of the total boardings.”

Service Policies

Distribution of Transit Amenities

Passenger amenities include benches, shelters, trash receptacles, landscaping, static information (such as a route map and schedule), and real-time information available through electronic message sign boards.

Installation of such amenities should not block the accessible landing area or pedestrian pathway around the stop, the immediate area around the transit bus shelter, or the curbside limits of the bus stop zone.

Transit shelters must be accessible to persons in wheelchairs, and provide adequate space for persons in wheelchairs to maneuver into the shelter and remain there fully covered.

The minimum standards for applying passenger amenities to any bus stop are as follows:

All amenities shall continue compliance with ADA Accessibility Guidelines (ADAAG).

1. Shelters - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 40 minutes.
2. Benches - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 30 minutes.
3. Trash receptacle - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 15 minutes and/or in the general vicinity of waste receptacle use generator(s).
4. Static route information (Information panels/carsonite or equal) -Transfer points and two or more bus routes that service a stop, and lone express route stops.

5. Real-time information message boards - Transit centers, and stops that serve more than 4 bus routes.

Vehicle Assignment

The OTS Service Evaluation Department prepares preferred vehicle assignments for the four annual bus schedule periods: March, May, August, and December. Buses are assigned to routes based on their ability to safely traverse the route and on current passenger activity measurements. If there are safety or capacity issues for a specific route, the vehicle assignment is adjusted to improve the quality and safety of the transit trip for the passenger.

The preferred vehicle assignment is a guideline and actual assignment is handled by Dispatch in conjunction with the garage based on the availability of a vehicle series.

Vehicle Assignment Procedure:

Prior to each schedule period, buses are assigned to the routes they were linked to during the previous scheduling period. However, due to changes in ridership and safety issues, the vehicle assignment may need to be revised. Guidelines for making revisions to the vehicle assignment are:

1. Review CSR Reports Related to Overcrowding and Pass-ups.
2. Review Passenger Overcrowding Reports derived from Automatic Passenger Counter (APC) database.
 - A. Identify which routes and trips experience frequent overcrowding, especially for long durations.
 - I. TheBus defines overcrowding to be when a vehicle reaches 140% of its seated capacity. Thus, if a vehicle has a seating capacity for 58 passengers and 81 people are onboard, the vehicle is then overcrowded (i.e. Load Factor > 1.40%).
 - II. The time span when overcrowding occurs is also measured. Trips that exceed 15 minutes are noted to have a long overcrowding duration.
 - B. Determine which routes have the highest number of samples where overcrowding occurred at the trip level and review the overcrowding duration times for those trips.
 - C. Assign a larger capacity bus to the route (by block), given the vehicle(s) are available and are approved to traverse the route by the Training Department.
 - I. Buses are assigned to routes where they can be safely maneuvered, complete proper turns, and reverse where necessary to turn around.

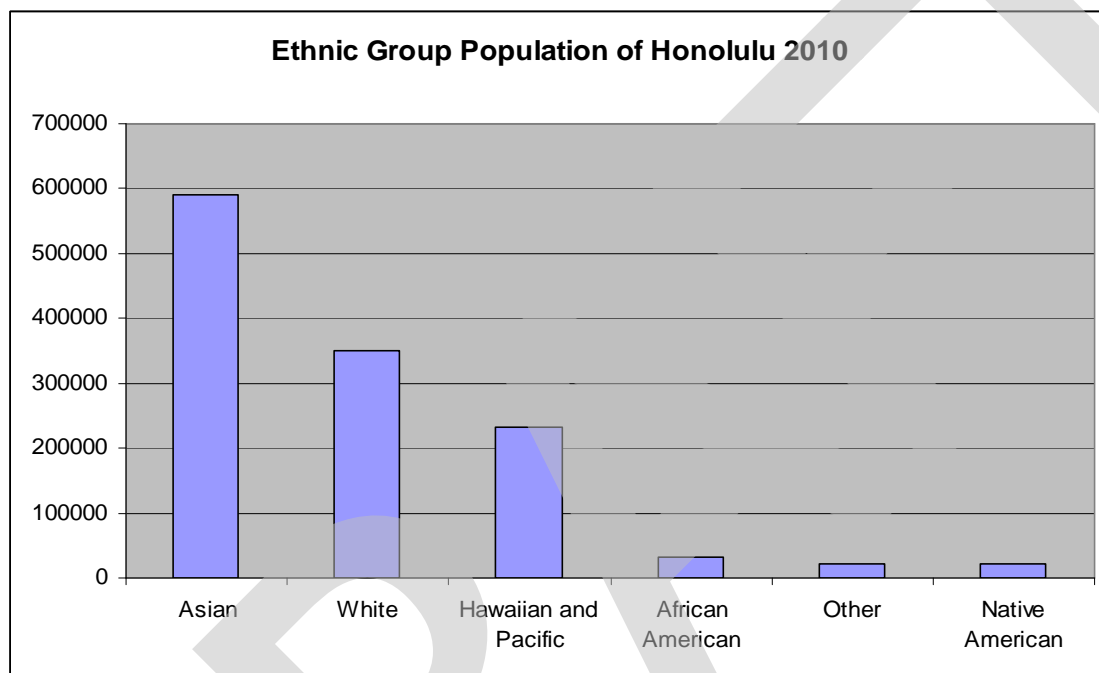
- II. The training department is contacted should there be a request for a higher capacity vehicle (i.e. 40ft. bus changed to a 60ft. bus). If they determine that there are no safety issues, the vehicle may be assigned.
- III. *Note: A draft version of the preferred vehicle assignment is sent out to the training department for approval before the final version is distributed each Signup. Any safety issues regarding vehicle size or maneuverability for specific routes are noted by training; and the vehicle assignment is revised should there be any safety issues.

2. COLLECT AND REPORT DATA

FTA requires transit providers to prepare data regarding demographic and service and profile maps/charts as well as customer demographic and travel patterns.

Figures 1 - 14 are based on data from the 2010 U.S. Census.

Figure 1
Ethnic Breakdown



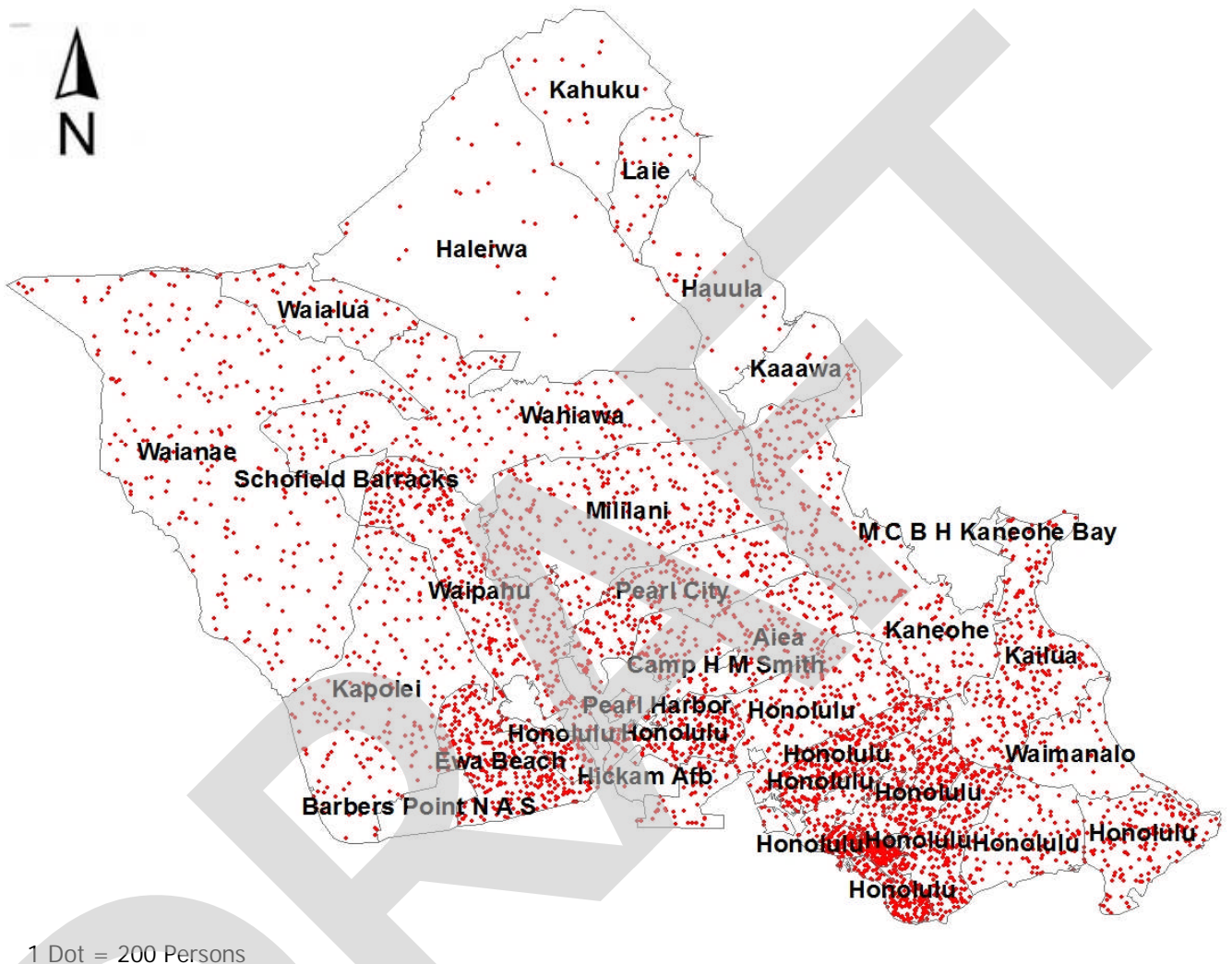
Native American corresponds to U.S. Census category American Indian and Alaskan Native. Graph is based on "Race alone or in combination" counts, thus total more than 100% (Source: U.S. Census, American FactFinder, Table DP-1, profile of General Population and Housing Characteristics: 2010.)

As of 2010, Honolulu had a population of about 953,000. The ethnic breakdown, based on U.S. Census categories was:

The median age in Honolulu was 37.8 years. About one quarter (24.7%) of the population were under 20 years of age and a little over 14% were sixty-five years of age or older.

Census estimates of median annual household income in 2011 were about \$66,000. About 10% of the population had incomes below the poverty level.

Figure 2
Honolulu Population by Zip Code Area 2010

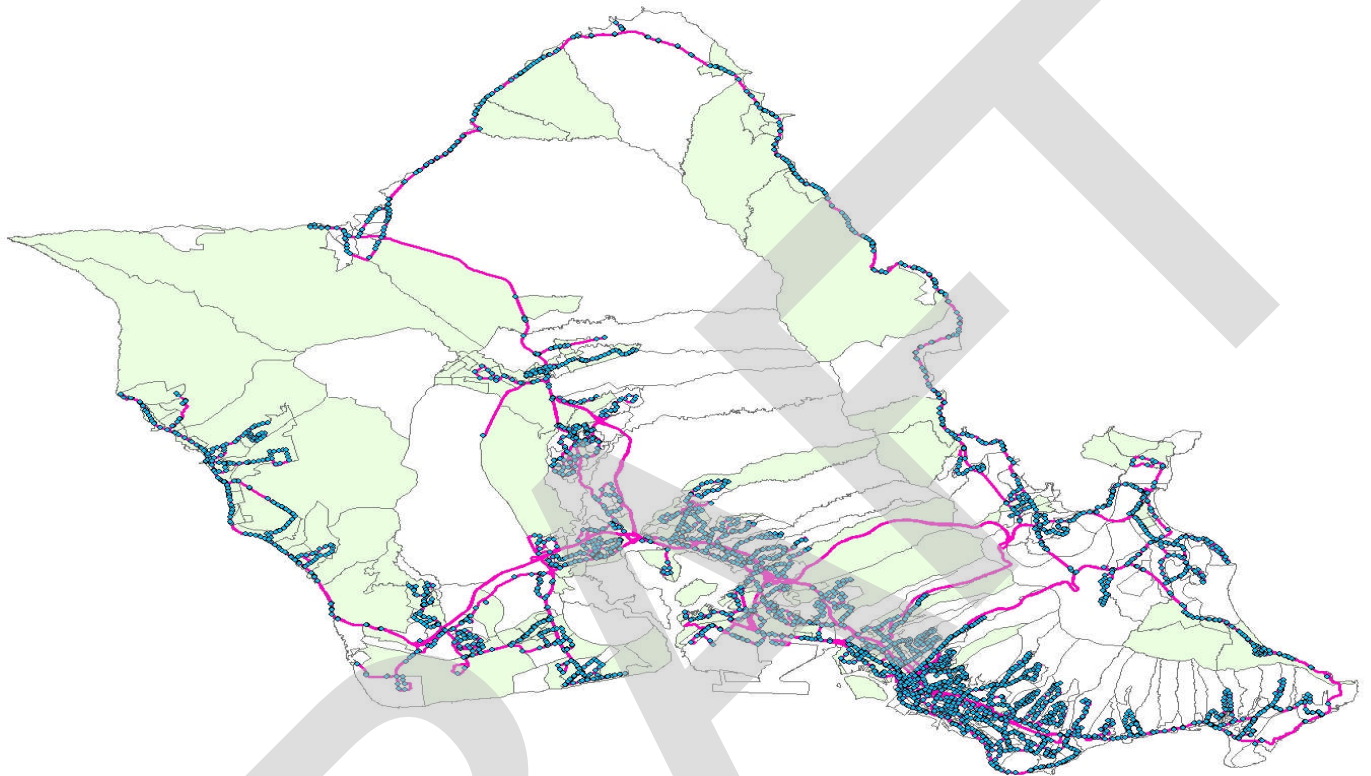


(Sources: U.S. Census, American FactFinder, Table DP-1, profile of General Population and Housing Characteristics: 2010)

The population and ridership characteristics of the service area can be summarized using both U.S. Census data and ridership survey data. The map above displays the distribution of Honolulu's population by Zip Code area in 2010 according to the decennial census.

Of special note are EJ areas, or those areas with concentrations of ethnic or low-income populations. These areas (shaded) with TheBus routes and stops are presented in the map in Figure 3 below.

Figure 3
Environmental Justice Block Groups, TheBus Routes and Stops in Honolulu



Shaded Areas = Environmental Justice Block Groups
Light Lines = Bus Routes
Shaded Dots = Bus Stops

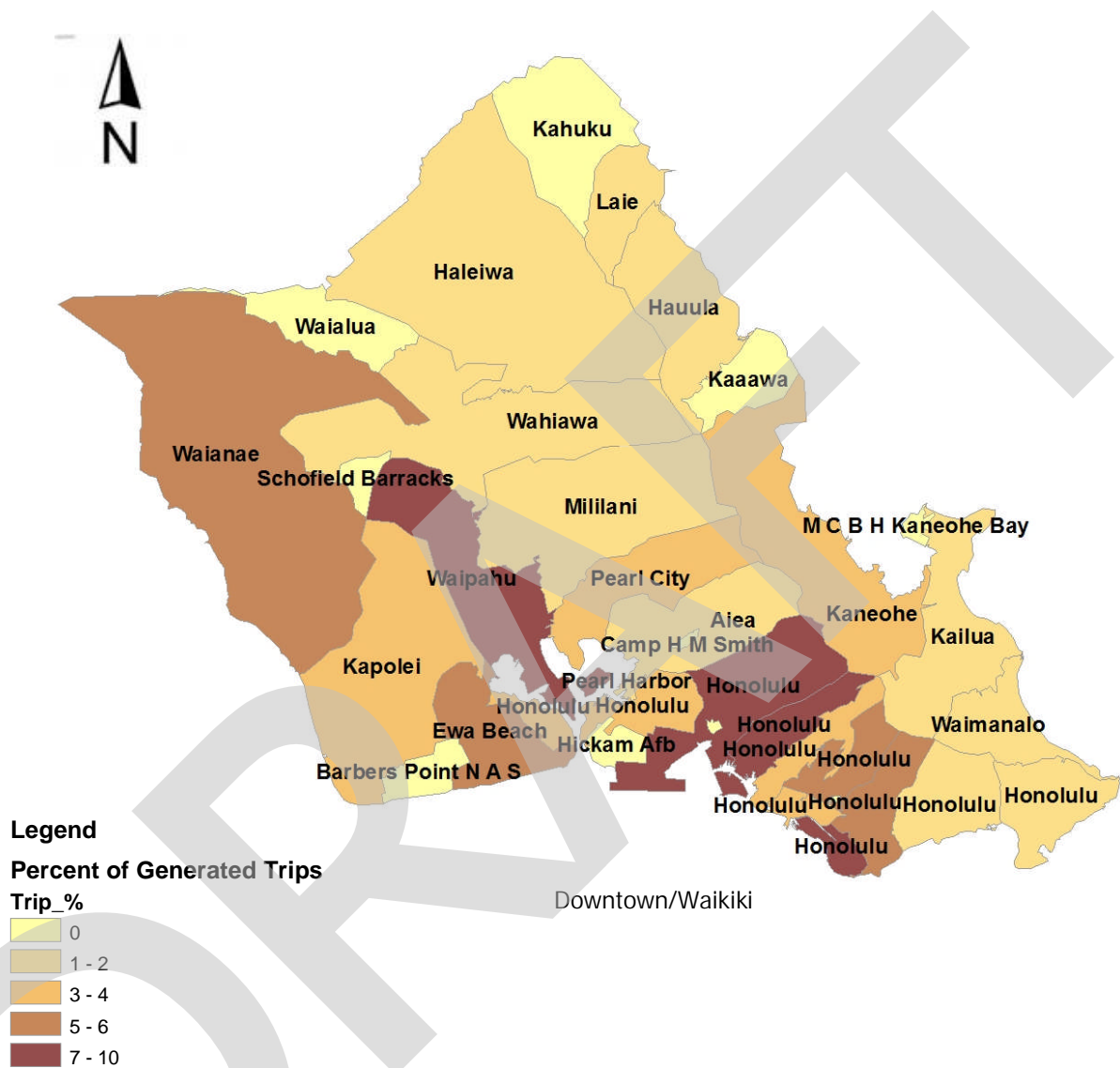
(Source: Geographic Distribution of Minority and Poverty Population on O'ahu: 2010, Department of Transportation Services, City and County of Honolulu, Jan. 2015 rev.)

Table 4**Bus Route Summary of Population Proportions of Title VI/EJ Served Populations
(Title VI/EJ Routes Shaded)**

Route	% TVI/EJ	Route	% TVI/EJ	Route	% TVI/EJ	Route	% TVI/EJ
1	24	42	66	89	36	501	12
2	36	43	77	90	48	503	79
3	36	44	74	91	60	504	12
4	37	52	44	92	52	1L	22
5	23	53	42	93	84	2L	36
6	30	54	38	94	67	57L	10
7	71	55	45	96	49	80A	16
8	30	56	23	97	64	80B	14
9	45	57	26	98	59	84A	27
10	42	62	54	101	73	85A	35
11	59	65	22	102	48	88A	66
13	37	70	29	103	34	98A	32
14	4	71	9	234	0	9S	26
15	16	72	88	235	0	A	87
16	82	73	81	401	100	C	64
17	17	74	41	402	100	E	50
18	25	76	36	403	100	PH1	90
19	56	77	32	411	75	PH2	32
20	55	80	2	412	39	PH3	44
22	16	81	78	413	83	PH4	56
23	15	82	4	414	73	PH5	40
24	2	83	45	415	90	PH6	20
31	89	84	34	432	95	W1	56
32	50	85	26	433	60	W2	46
40	75	88	49	434	88	W3	40
41	73						

The table above displays the bus routes ordered by the proportion of the served population which is designated as TVI/EJ and the map displays the same information in graphic form.

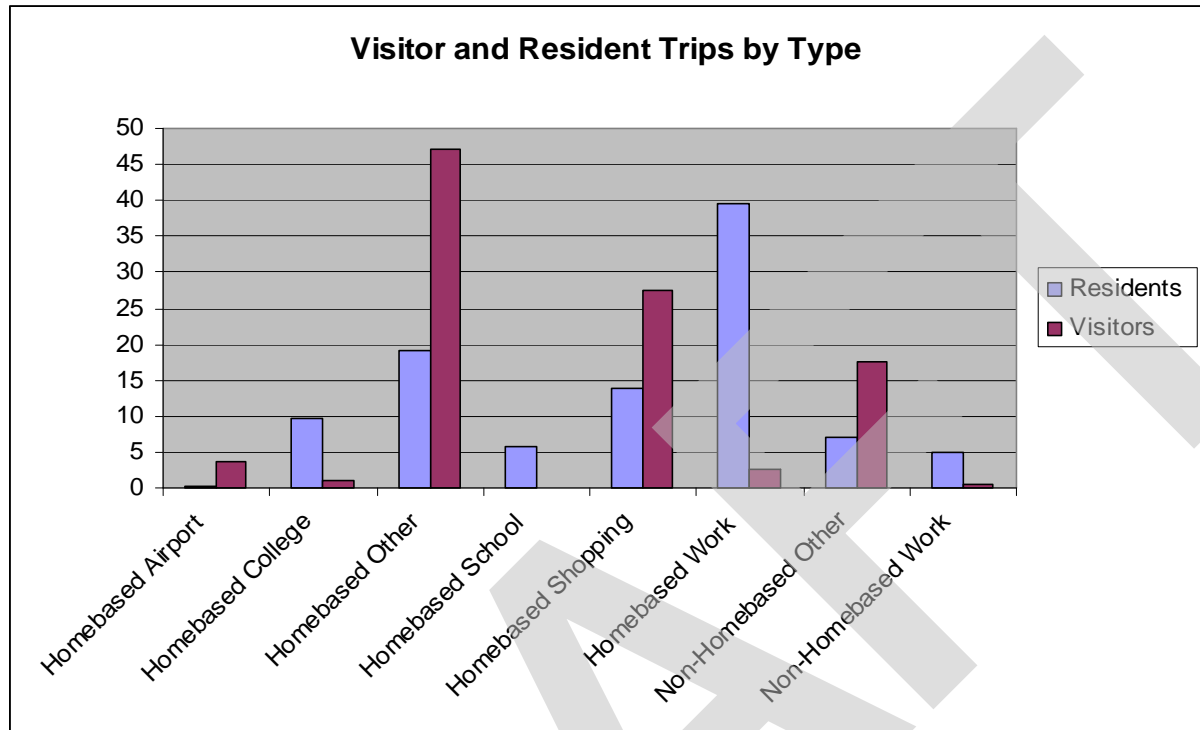
Figure 4
Generated Trips by Zip Code Area
(Residents and Visitors)



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Figure 4 displays the geographic distribution of trip origins in Honolulu. The dominant generators are Waipahu in Central O'ahu, some western sections of the Honolulu Metropolitan area, and Waikiki.

Figure 5
Visitor and Resident Trips by Type



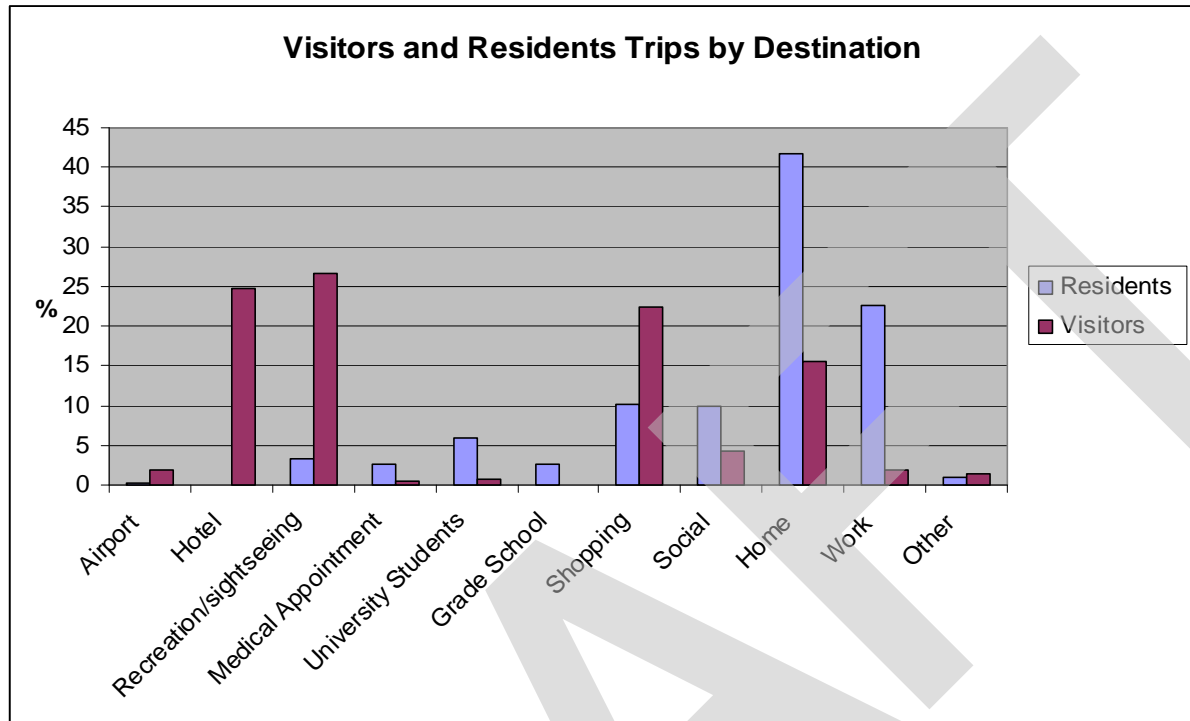
(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Of special interest in Honolulu are the contrasting travel patterns of visitors and residents. The major importance of the visitor industry in Honolulu and the concomitant effort to provide accessible and efficient mass transit for the full range of patrons requires discussion of their characteristics.

Visitors make about 6% of the trips on TheBus.

It can be seen that the dominant types of trips differ between the two groups. Visitors' trips are dominated by "Other," assumed to be mainly activity destinations such as the Pearl Harbor Memorial and various beaches around the island. Residents' use of the bus is most frequent for journey to work.

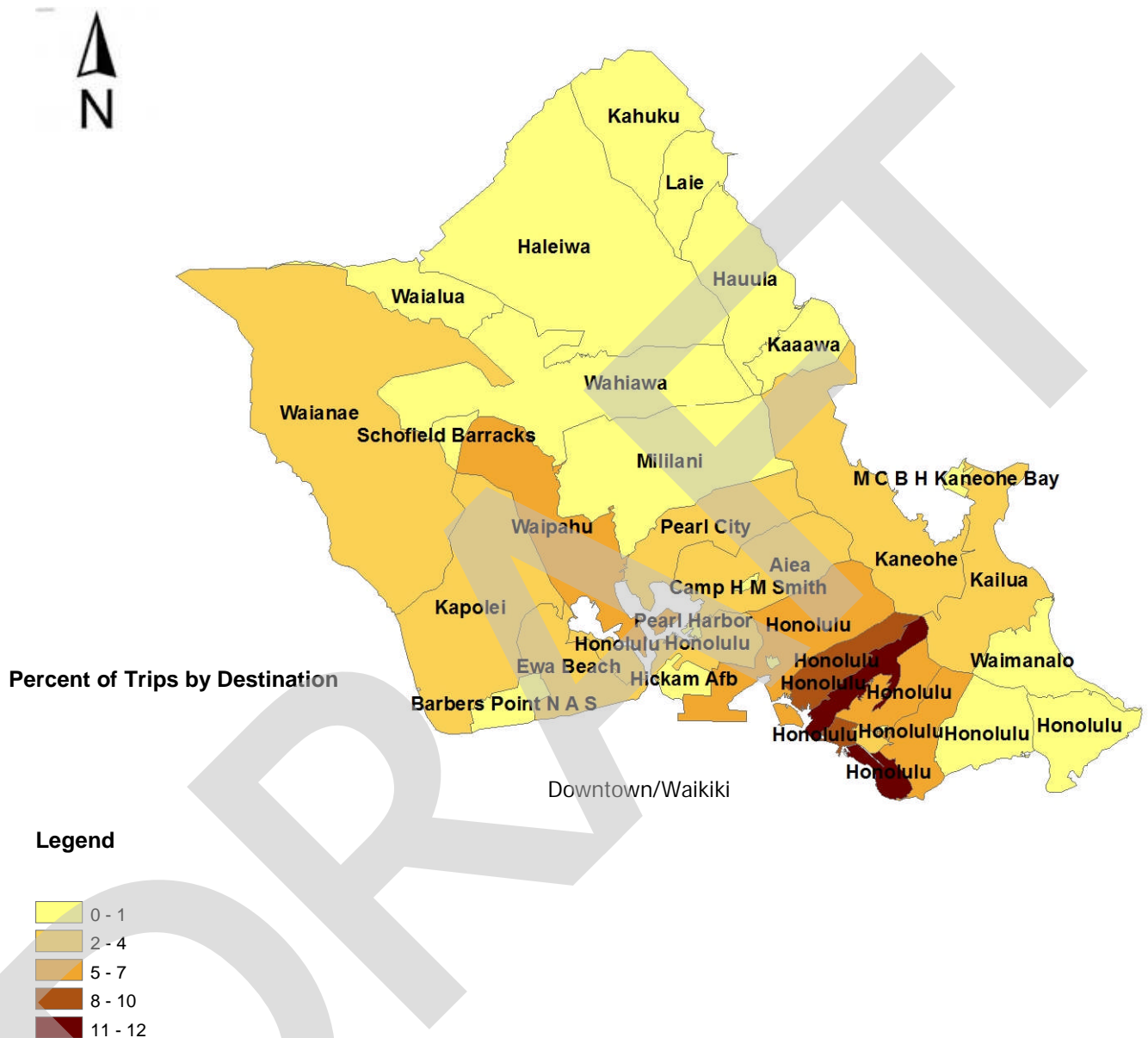
Figure 6
Visitor and Resident Trips by Destination



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

A similar picture is painted by the destination mixes of the visitor and resident groups. Residents' trips are dominated by travel between work and home, while visitors engage in trips to their hotel and recreation.

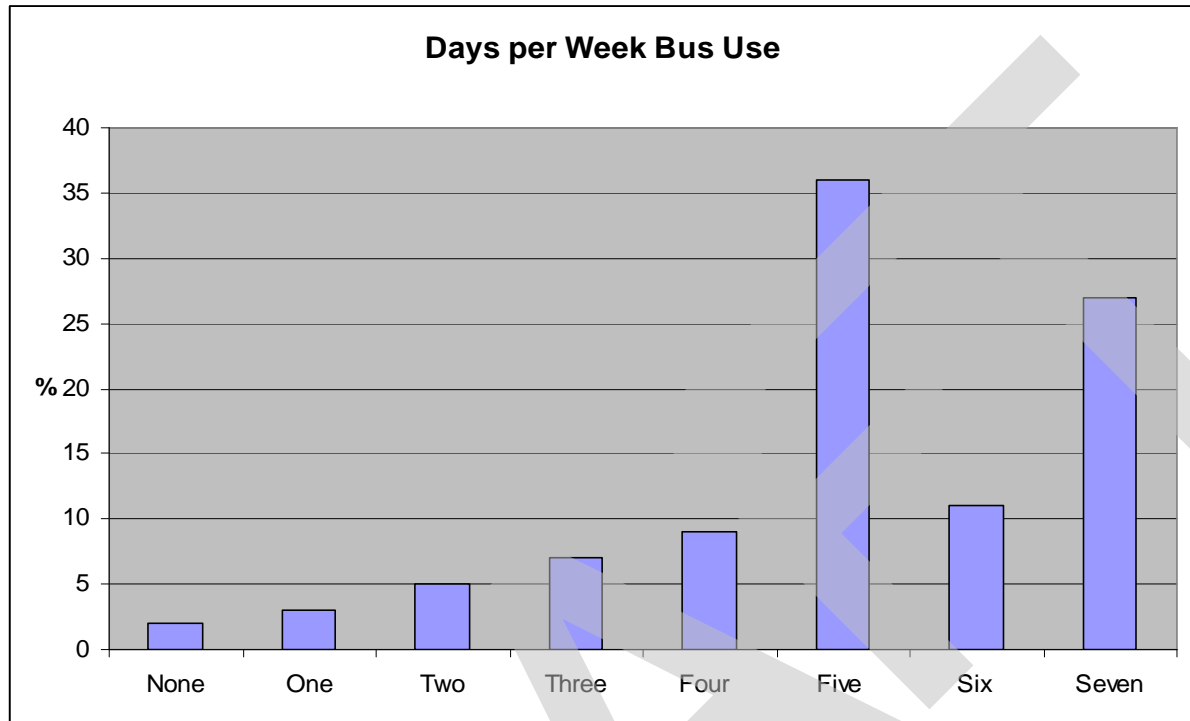
Figure 7
Destination Zip Code Areas



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Area destinations are similar to the generation of trips shown in Figure 7. Metro Honolulu, including Waikiki, and Waipahu area are the leading destinations.

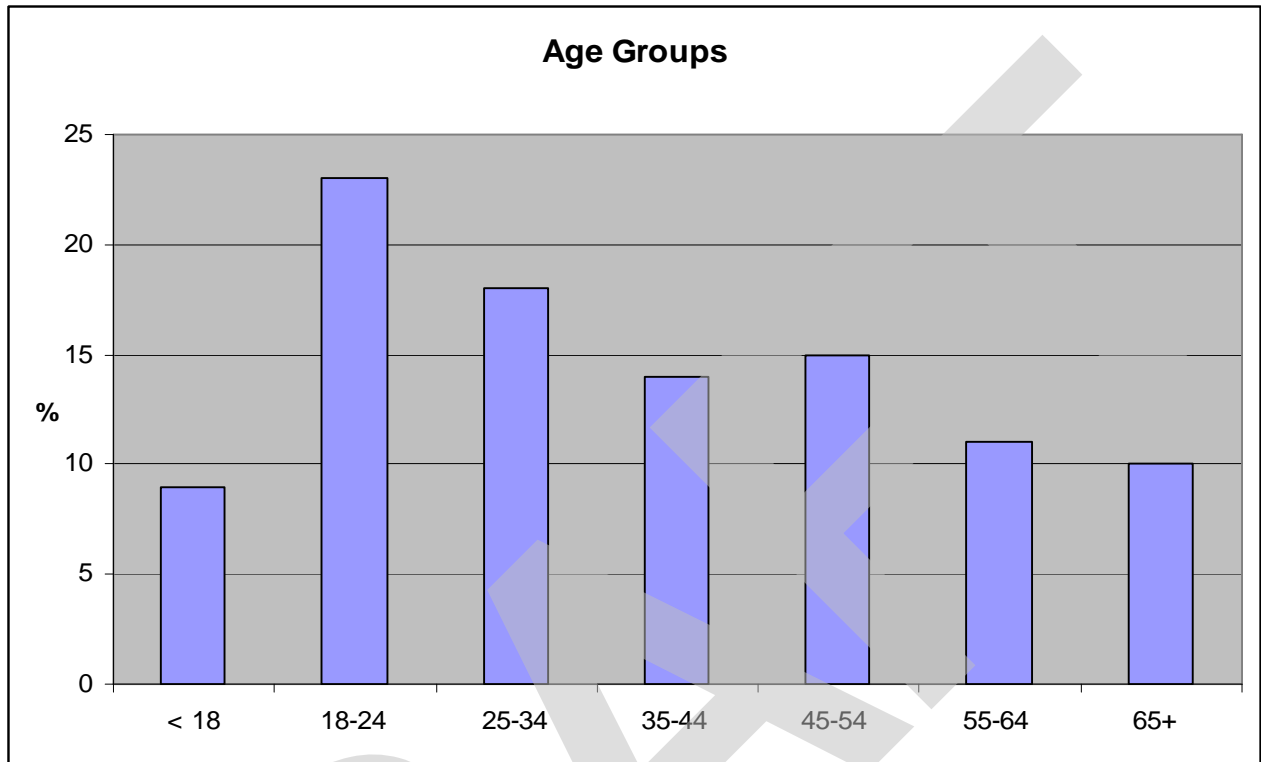
Figure 8
Use Frequency



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

The graph below displays the frequency of responses for residents on the number of days per week they use the bus. As can be seen, resident riders are heavily dependent on the bus, using it five or more days per week.

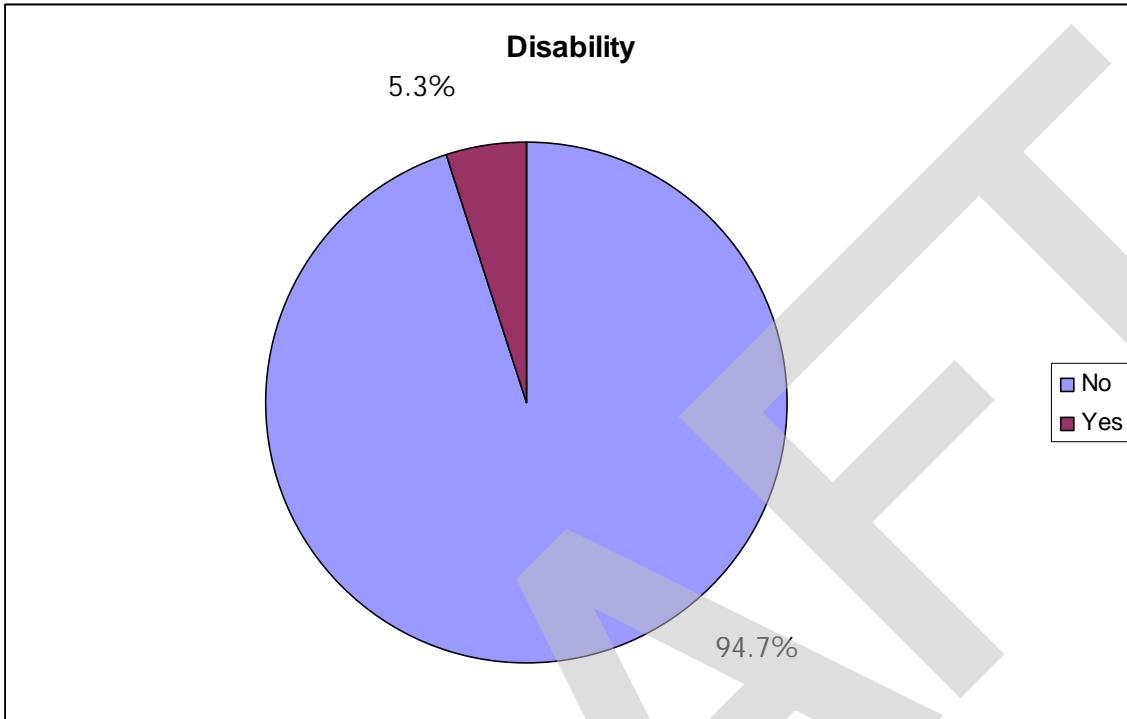
Figure 9
Age



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Ridership shows a very broad range of groups that use the bus in Honolulu. The age of riders is dominated by college age group.

Figure 10
Disability



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Self reporting of disability status resulted in over 5% of the ridership having a disability.

Figure 11
Gender

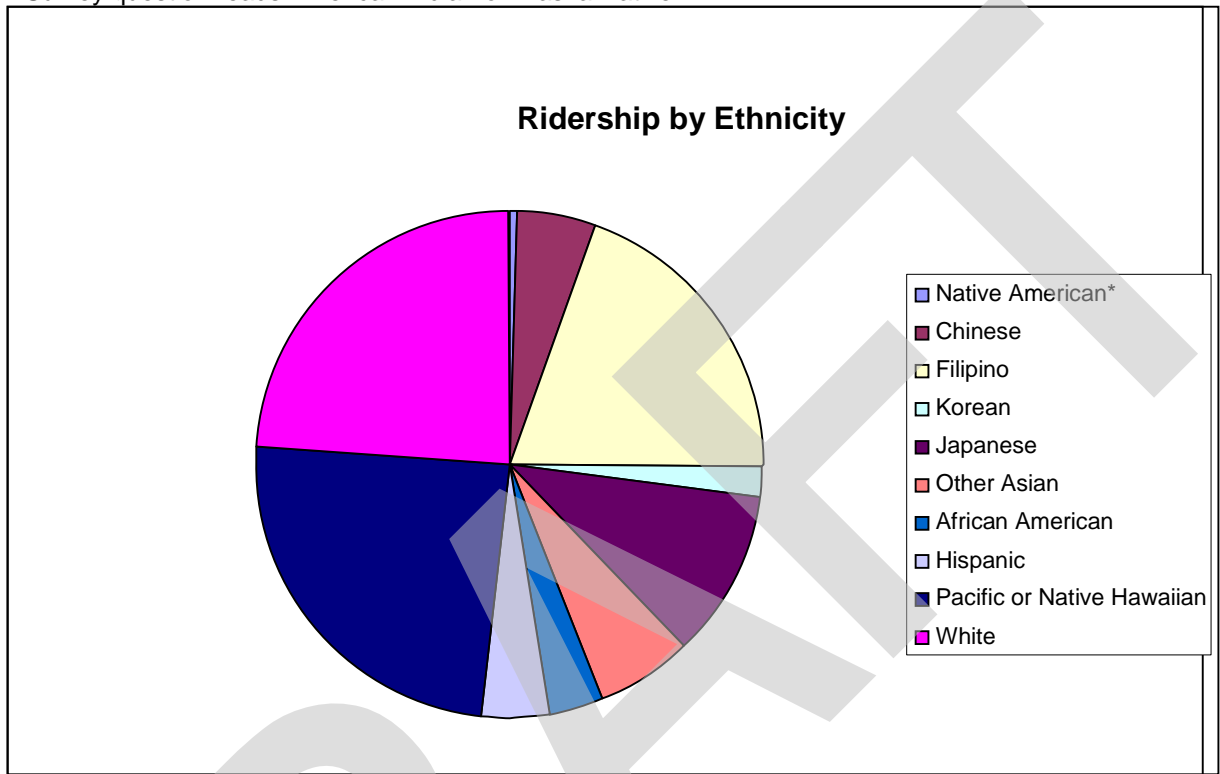


(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Among visitors using the bus, females made up slightly less than half of the ridership, whereas they are the majority of residential rides.

Figure 12
Ethnicity

* Survey question reads American Indian or Alaska Native

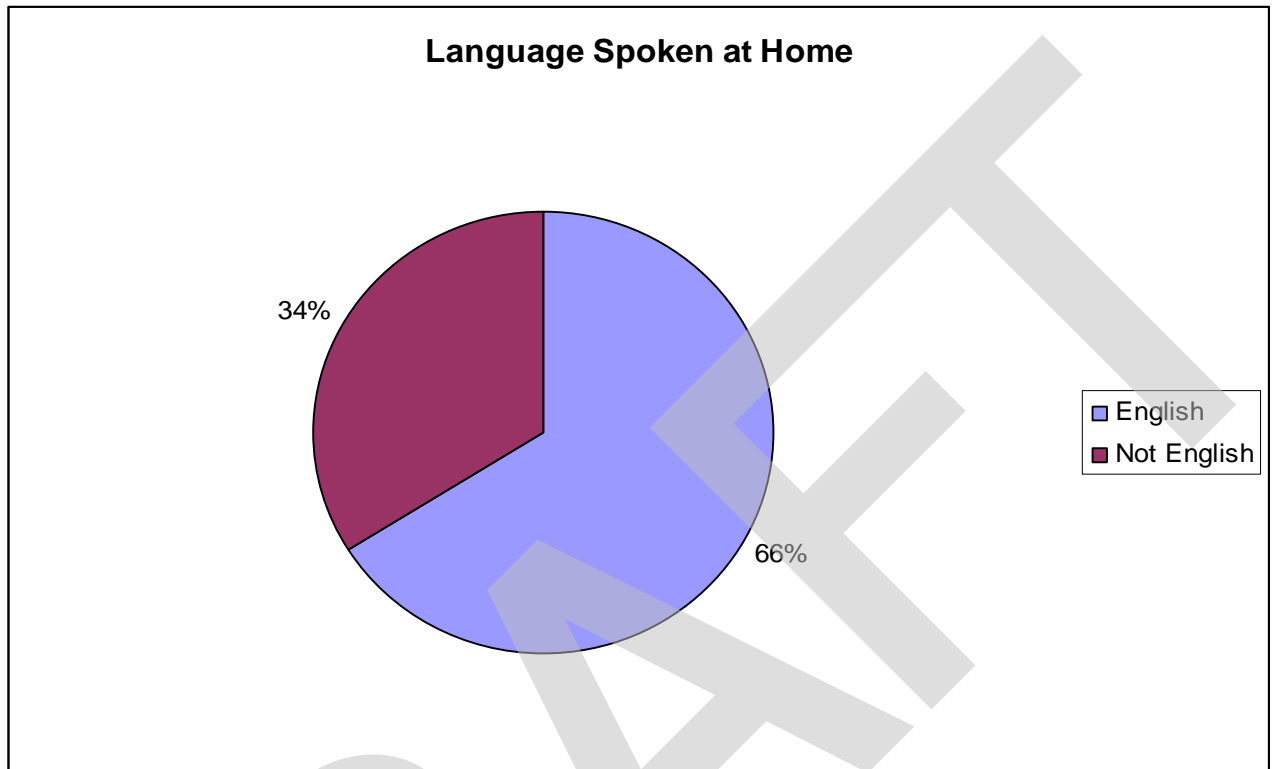


(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Ethnic groups in Honolulu are extremely diverse. Among the ridership, three groups dominated; Filipinos, Whites and Pacific Islanders or Native Hawaiians.

A corollary of ethnicity is the language a person speaks at home, as illustrated in the following graph. It is recognized that non-English speakers face additional challenges when accessing mass transit. Over 100 languages other than English were used at home by the riders.

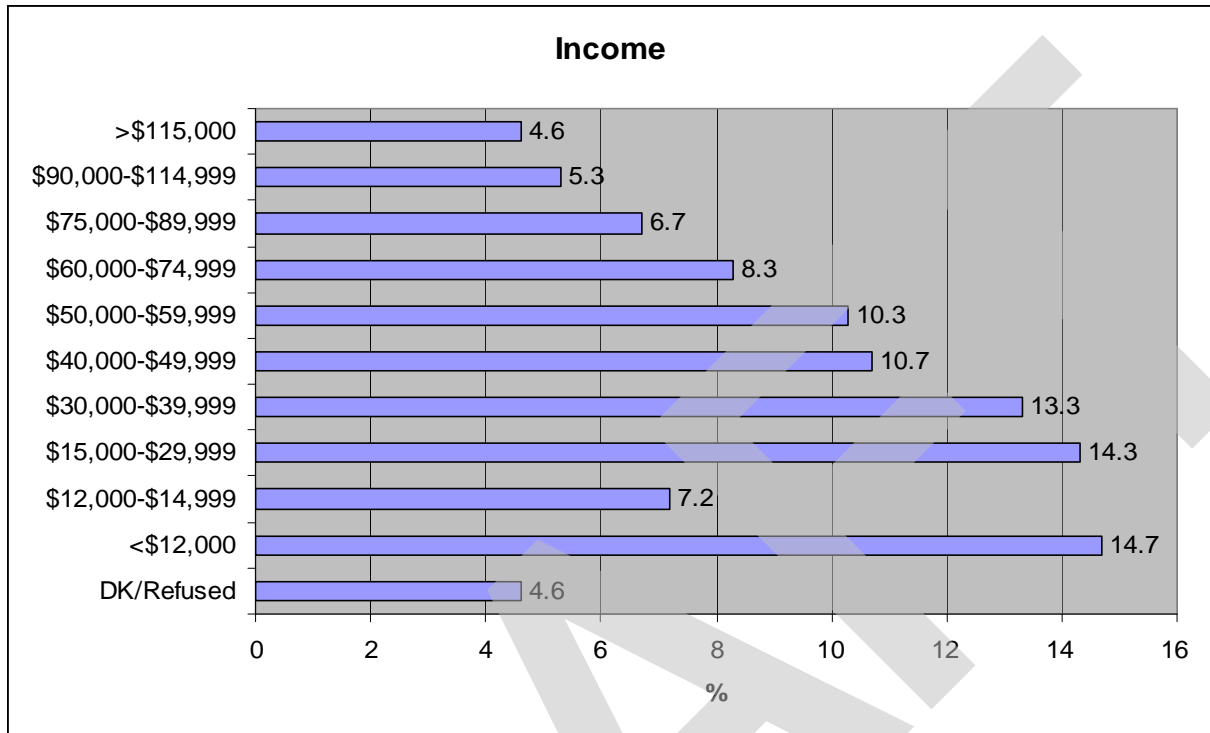
Figure 13
Languages



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

A corollary of ethnicity is the language a person speaks at home, as illustrated in the following graph. It is recognized that non-English speakers face additional challenges when accessing mass transit. Over 100 languages other than English were used at home by the riders.

Figure 14
Income



(Source: Honolulu 2012 On-Board Transit Survey: Honolulu Rail Transit Project, Honolulu Area Rapid Transit, March, 2013.)

Income has a negative relationship with ridership; that is, there are more riders in lower-income groups.

3. MONITOR TRANSIT SERVICE

Annual DTS Title VI and Environmental Justice Compliance Report

The annual Title VI and Environmental Justice Compliance Report is a major component of the DTS Title VI program. The report documents customer complaints and their disposition, presents a record of data collection methods and service standards and policy changes, as well as impacts of fare and route changes on the population of interest.

A sample of routes that contain at least partial service provision segments to Title VI and EJ populations are evaluated each report year. The evaluation addresses current standards and whether there are differential levels of service for identified Title VI and EJ areas.

A copy of the 2013 and draft 2014 DTS Title VI and Environmental Justice Compliance Reports can be found in Appendixes L and M.

The following service standards are included in the annual Title VI and Environmental Justice Compliance Reports:

Vehicle Load

Vehicle load standards for the various route types are summarized in Figure 1, Operating Standards Iⁱ, following. In terms of maximum loads the percentage of trips exceeding 150% load factor for a duration not exceeding 5 minutes.

Monitoring Procedures:

The maximum average number of passengers per bus will be determined for each group for the year period preceding the Title VI Annual Report and group performance will be compared to determine compliance with above standards.

Vehicle Headway

The standards vary by service and are displayed in Table 2, Service (Operating) Standards II. Frequency of service can vary from 5-15 minutes for weekday commute routes to 30-60 minutes for night services.

Monitoring Procedures:

The actual vehicle headway will be determined for each group using average headways determined at the time of each sign-up for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with above standards.

On-Time Performance

The overall on-time performance standards for TheBus are expressed as **percent of trips that are on-time**. The on-time performance standard for Title VI reporting is the **percent of trips that are on-time** per group.

For total services operated on RapidBus and Urban Trunk routes individual buses should not vary from their published headway by more than 3 minutes at least 80% of the time.

Monitoring Procedures:

The average on-time performance for the year period preceding the Title VI Report will be determined for each group using the TransitMaster and compared to determine degree of compliance with above standards. Figure 3, Service Standardsⁱⁱ displays the current standard.

Transit Access and Availability

The policies and standards for transit access can be summarized as follows:

Monitoring Procedures:

Actual transit access will be determined for each group for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with the standards in Table 3, Service (Operating) Standards.

The following service policies are included in the annual Title VI and Environmental Justice Compliance Reports:

Transit Amenities

Passenger amenities include benches, shelters, trash receptacles, landscaping, static information (such as a route map and schedule), and real-time information available through electronic message sign boards.

Installation of such amenities should not block the accessible landing area or pedestrian pathway around the stop, the immediate area around the transit bus shelter, or the curbside limits of the bus stop zone.

Transit shelters must be accessible to persons in wheelchairs, and provide adequate space for persons in wheelchairs to maneuver into the shelter and remain there fully sheltered.

The minimum standards for applying passenger amenities to any bus stop are:
All amenities shall continue compliance with the ADAAG.

- Shelters—transfer points, two or more bus routes that service a pick up stop (normally used by boarding passengers), and stops on bus routes with headways greater than 40 minutes.
- Benches—transfer points, two or more bus routes that service a pick-up stop, and stops on bus routes with headways greater than 30 minutes.
- Trash receptacles—Transfer points, two or more bus routes that service a pick-up stop, and stops on bus routes with headways greater than 15 minutes and/or the general vicinity of waste receptacle use generator(s).

Restrictions

- No amenities (i.e., newspaper/print material vendor stands) should be chained to any pole where a bus stop is installed, a separately installed bus stop information display board within 10 feet of any transit bus shelter area, or on the curbside within a bus stop zone.
- Fixed bicycle stands should not be installed where passengers enter or exit a bus within a bus stop zone.
- No bicycles, mopeds, or scooters should be chained and left unattended leaning against any pole where a bus stop sign is installed, a separately installed bus stop information display board, or a transit bus shelter.

Monitoring Procedures:

The actual transit amenities will be determined for each group for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with all of the above standards.

Vehicle Assignment

There are currently 519 buses in the active fleet. The bus operating fleet is 100% wheelchair accessible.

Vehicle assignment policies to be included in the final report.

Approval of Title VI Program by Governing Entity

The recipient must provide a copy of board meeting minutes, resolutions, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved by the Title VI program. The approval must occur prior to submission to the FTA.

DTS-PTD anticipates going to Council in October 2015 upon completion of its public participation effort (attendance at all Neighborhood Board Meetings).